

ASPIRE • BENEFITS

11 June 2012

Measures for Eastern Area, March 2012

Measures • VA National Averages • Aspirational Goals				Aspirational Goals Met ²										
Domain • Measure	T ¹	Average	Goal	301	304	306	307	308	309	310	311	313	325	326
Compensation														
Rating Claims Accuracy (12 Month Average)	O	86.1%	98.0%	82.2%	84.5%	81.5%	90.5%	84.6%	77.0%	85.6%	88.1%	71.1%	90.4%	86.9%
Rating Claims Accuracy (3 Month Average)	O	87.0%	98.0%	77.8%	90.9%	77.2%	100.0%	88.7%	80.7%	81.0%	90.9%	73.7%	91.8%	85.7%
Rating Inventory > 125 days	O	65.8%	0.0%	67.0%	52.0%	77.0%	60.8%	55.4%	56.5%	68.2%	66.5%	79.8%	69.8%	78.6%
Homeless Rating Claims Average Days Pending	P	114.5	45.0	106.1	93.0	80.3	106.2	69.4	95.3	175.3	86.5	59.2	115.2	68.1
Rating Claims Processing Time (FYTD)	O	240.7	80.0	240.7	179.3	336.2	270.1	216.2	251.6	269.8	263.5	303.8	264.4	346.0
Authorization Accuracy (12 Month Average)	O	96.9%	98.0%	96.0%	95.0%	94.0%	96.6%	99.1%	94.5%	97.2%	96.8%	94.5%	96.0%	97.2%
Fiduciary Accuracy (12 month average)	O	89.0%	98.0%	86.0%	87.5%	79.5%	83.6%	83.9%	74.5%	82.9%	85.9%	86.8%	92.4%	96.7%
Rating Claims Average Days Pending	P	239.4	70.0	249.7	158.2	318.2	203.5	166.2	173.6	244.0	225.1	347.5	244.3	313.3
Completed Claims	O	95,700	150,000	474	846	630	1,039	1,049	710	2,084	803	557	2,310	1,352
Non-Rating Average Days Pending	P	142.7	60.0	124.7	95.7	151.4	151.4	68.3	182.3	212.6	229.8	232.0	118.0	226.9
BDD Processing Time (FYTD)	O	185.7	40.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Completed Claims (BDD)	O	1,556	3,500	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Quick Start Processing Time (FYTD)	O	312.3	75.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Completed Claims (QS)	O	2,438	2,640	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Follow-up Fiduciary Appts. Pending ≤120 days	P	54.3%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	43.0%
Initial Fiduciary Appts. Pending ≤45 days	P	59.2%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	58.4%
Processing Time (FYTD) AMC Appeals	O	405.8	200.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
AMC Processing Accuracy (12 Month Average)	O	78.0%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Pension														
Rating Inventory > 125 Days	O	37.5%	0.0%	N/A	N/A	N/A	N/A	N/A	N/A	48.4%	N/A	N/A	N/A	N/A
Completed Claims	O	12,834	17,000	N/A	N/A	N/A	N/A	N/A	N/A	4,776	N/A	N/A	N/A	N/A
Rating Claims Average Days Pending	P	124.9	70.0	N/A	N/A	N/A	N/A	N/A	N/A	156.1	N/A	N/A	N/A	N/A
Rating Claims Accuracy (12 Month Average)	O	97.9%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	95.8%	N/A	N/A	N/A	N/A
Authorization Accuracy (12 Month Average)	O	98.2%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	98.1%	N/A	N/A	N/A	N/A
Non-Income Related Claims, Average Days Pending	P	148.4	35.0	N/A	N/A	N/A	N/A	N/A	N/A	157.3	N/A	N/A	N/A	N/A
Processing Time (FYTD) Initial Survivor's Benefits	O	226.5	75.0	N/A	N/A	N/A	N/A	N/A	N/A	227.6	N/A	N/A	N/A	N/A
Education														
Processing Time Days - Initial Claim	O	32.0	12.0	N/A	N/A	N/A	45.9	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Processing Time Days - Supplemental Claim	O	15.4	6.0	N/A	N/A	N/A	21.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Payment Accuracy	O	97.3%	98.0%	N/A	N/A	N/A	99.4%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Loan Guaranty														
Timely Initial Specially Adapted Housing Reviews	O	97.3%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	97.6%	N/A
Adequacy of Servicing Timely	P	99.9%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.9%	N/A

¹ Type P=process measure, O=outcomes measure. Symbol ▴ means higher value is better than lower value, ▾ means lower value is better than higher value.

² Station 301=Boston, MA, 304=Providence, RI, 306=New York, NY, 307=Buffalo, NY, 308=Hartford, CT, 309=Newark, NJ, 310=Philadelphia, PA, 311=Pittsburgh, PA, 313=Baltimore, MD, 325=Cleveland, OH, 326=Indianapolis, IN, 329=Detroit, MI, 373=Manchester, NH, 402=Togus, ME, 405=White River Junction, VT, 460=Wilmington, DE.

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Measures • VA National Averages • Aspirational Goals				Aspirational Goals Met ²									
Domain • Measure	T ¹	Average	Goal	329	373	402	405	460					
Compensation													
Rating Claims Accuracy (12 Month Average)	O	86.1%	98.0%	73.3%	88.5%	90.3%	83.9%	78.1%					
Rating Claims Accuracy (3 Month Average)	O	87.0%	98.0%	68.3%	88.9%	86.5%	82.8%	84.3%					
Rating Inventory > 125 days	O	65.8%	0.0%	64.4%	63.0%	37.5%	59.1%	54.3%					
Homeless Rating Claims Average Days Pending	P	114.5	45.0	67.8	82.3	37.5	106.1	0.0					
Rating Claims Processing Time (FYTD)	O	240.7	80.0	310.3	212.0	235.7	239.8	200.1					
Authorization Accuracy (12 Month Average)	O	96.9%	98.0%	95.3%	98.7%	100.0%	88.8%	100.0%					
Fiduciary Accuracy (12 month average)	O	89.0%	98.0%	84.3%	100.0%	85.7%	93.1%	91.4%					
Rating Claims Average Days Pending	P	239.4	70.0	225.2	211.8	141.6	208.7	177.9					
Completed Claims	O	95,700	150,000	2,194	298	756	145	224					
Non-Rating Average Days Pending	P	142.7	60.0	144.1	122.9	181.5	136.3	200.9					
BDD Processing Time (FYTD)	O	185.7	40.0	N/A	N/A	N/A	N/A	N/A					
Completed Claims (BDD)	O	1,556	3,500	N/A	N/A	N/A	N/A	N/A					
Quick Start Processing Time (FYTD)	O	312.3	75.0	N/A	N/A	N/A	N/A	N/A					
Completed Claims (QS)	O	2,438	2,640	N/A	N/A	N/A	N/A	N/A					
Follow-up Fiduciary Appts. Pending ≤120 days	P	54.3%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%					
Initial Fiduciary Appts. Pending ≤45 days	P	59.2%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%					
Processing Time (FYTD) AMC Appeals	O	405.8	200.0	N/A	N/A	N/A	N/A	N/A					
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Pension													
Rating Inventory > 125 Days	O	37.5%	0.0%	N/A	N/A	N/A	N/A	N/A					
Completed Claims	O	12,834	17,000	N/A	N/A	N/A	N/A	N/A					
Rating Claims Average Days Pending	P	124.9	70.0	N/A	N/A	N/A	N/A	N/A					
Rating Claims Accuracy (12 Month Average)	O	97.9%	98.0%	N/A	N/A	N/A	N/A	N/A					
Authorization Accuracy (12 Month Average)	O	98.2%	98.0%	N/A	N/A	N/A	N/A	N/A					
Non-Income Related Claims, Average Days Pending	P	148.4	35.0	N/A	N/A	N/A	N/A	N/A					
Processing Time (FYTD) Initial Survivor's Benefits	O	226.5	75.0	N/A	N/A	N/A	N/A	N/A					
Education													
Processing Time Days - Initial Claim	O	32.0	12.0	N/A	N/A	N/A	N/A	N/A					
Processing Time Days - Supplemental Claim	O	15.4	6.0	N/A	N/A	N/A	N/A	N/A					
Payment Accuracy	O	97.3%	98.0%	N/A	N/A	N/A	N/A	N/A					
Loan Guaranty													
Timely Initial Specially Adapted Housing Reviews	O	97.3%	98.0%	N/A	N/A	N/A	N/A	N/A					
Adequacy of Servicing Timely	P	99.9%	98.0%	N/A	N/A	N/A	N/A	N/A					

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Domain • Measure	T ¹	Average	Goal	301	304	306	307	308	309	310	311	313	325	326
Loan Guaranty (continued)	P ▽	98.3%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.0%	N/A
Loan Production Oversight Accuracy	P ▽	98.3%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.0%	N/A
Construction & Valuation Oversight Accuracy	P ▽	95.1%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	95.4%	N/A
Specially Adapted Housing Oversight Accuracy	P ▽	97.6%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.3%	N/A
Loan Administration Oversight Accuracy	P ▽	99.4%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.4%	N/A
Timely Non-Routine Acquisitions	P ▽	99.9%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.8%	N/A
Vocational Rehabilitation & Employment														
Rehabilitation Rate	O ▽	78.7%	90.0%	87.0%	45.0%	88.2%	81.1%	86.8%	72.9%	85.3%	80.6%	75.6%	85.2%	89.0%
Serious Employment Handicap Rehab Rate	O ▽	78.2%	82.0%	83.9%	49.4%	90.3%	79.3%	87.8%	77.0%	82.5%	75.8%	78.9%	84.6%	89.2%
Outcome Accuracy	O ▽	97.4%	98.0%	98.9%	92.4%	96.9%	95.8%	95.6%	95.3%	100.0%	96.8%	93.7%	97.2%	97.6%
Average Days to Make Entitlement Decision	O ▽	45.7	30.0	55.2	62.7	36.5	49.1	41.1	50.1	45.2	37.8	46.0	84.9	41.4
Fiscal Accuracy	O ▽	82.1%	98.0%	94.4%	83.5%	88.5%	93.0%	90.7%	86.1%	95.7%	90.2%	83.9%	82.8%	85.0%
Employment Rehabilitation Rate	O ▽	75.5%	85.0%	87.0%	36.3%	78.5%	77.1%	81.9%	65.0%	84.7%	80.4%	74.4%	81.3%	84.8%
Average Days Evaluation and Planning Status	P ▽	97.0	60.0	140.0	116.0	71.0	116.0	63.0	40.0	84.0	73.0	108.0	127.0	111.0
Insurance														
Average Processing Days - Disbursements	O ▽	1.5	2.5	N/A	N/A	N/A	N/A	N/A	N/A	1.5	N/A	N/A	N/A	N/A
Average Processing Days - S-DVI Applications	P ▽	2.7	8.0	N/A	N/A	N/A	N/A	N/A	N/A	2.7	N/A	N/A	N/A	N/A
Disbursement Accuracy	O ▽	99.8%	99.0%	N/A	N/A	N/A	N/A	N/A	N/A	99.8%	N/A	N/A	N/A	N/A
S-DVI Application Accuracy	O ▽	96.7%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	96.7%	N/A	N/A	N/A	N/A
High Client Satisfaction Rate	O ▽	95.7%	95.0%	N/A	N/A	N/A	N/A	N/A	N/A	95.7%	N/A	N/A	N/A	N/A

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Loan Production Oversight Accuracy	P ▽	98.3%	98.0%	N/A	N/A	N/A	N/A	N/A					
Construction & Valuation Oversight Accuracy	P ▽	95.1%	98.0%	N/A	N/A	N/A	N/A	N/A					
Specially Adapted Housing Oversight Accuracy	P ▽	97.6%	98.0%	N/A	N/A	N/A	N/A	N/A					
Loan Administration Oversight Accuracy	P ▽	99.4%	98.0%	N/A	N/A	N/A	N/A	N/A					
Timely Non-Routine Acquisitions	P ▽	99.9%	98.0%	N/A	N/A	N/A	N/A	N/A					
Vocational Rehabilitation & Employment													
Rehabilitation Rate	O ▽	78.7%	90.0%	75.5%	72.9%	89.2%	100.0%	69.7%					
Serious Employment Handicap Rehab Rate	O ▽	78.2%	82.0%	77.0%	77.4%	86.8%	100.0%	68.2%					
Outcome Accuracy	O ▽	97.4%	98.0%	96.7%	95.2%	98.0%	81.3%	100.0%					
Average Days to Make Entitlement Decision	O ▽	45.7	30.0	43.5	27.6	35.8	28.4	41.6					
Fiscal Accuracy	O ▽	82.1%	98.0%	86.0%	90.1%	87.3%	69.7%	94.3%					
Employment Rehabilitation Rate	O ▽	75.5%	85.0%	64.3%	72.3%	87.6%	100.0%	71.0%					
Average Days Evaluation and Planning Status	P ▽	97.0	60.0	110.0	94.0	56.0	68.0	71.0					
Insurance													
Average Processing Days - Disbursements	O ▽	1.5	2.5	N/A	N/A	N/A	N/A	N/A					
Average Processing Days - S-DVI Applications	P ▽	2.7	8.0	N/A	N/A	N/A	N/A	N/A					
Disbursement Accuracy	O ▽	99.8%	99.0%	N/A	N/A	N/A	N/A	N/A					
S-DVI Application Accuracy	O ▽	96.7%	98.0%	N/A	N/A	N/A	N/A	N/A					
High Client Satisfaction Rate	O ▽	95.7%	95.0%	N/A	N/A	N/A	N/A	N/A					

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